

# My communication style

Business



**My Communication Style AFFILIATION:** My Communication Style My primary communication style is an achiever and my secondary communication style is the helper. I have set out clear and consistent goals for both my personal and professional life and I strongly believe in achieving my goals successfully.

My secondary style of being a helper is highly embedded in me as I love to help people out. I am frank and optimistic. I give sincere advice as and when I am asked about advices. I try to bring out the positive aspects in people so that the confidence level remains high for my friends and colleagues.

In a customer service setting, customer wants information about all the aspects of the product or service being offered to them. Many of the customers possess the communication style of being a questioner and an asserter. As they are on the receiving part, they tend to ask in-depth questions and try to clear out all possible level of queries with the customer service representative. Some customers are harsh and some are cool and patient. Different types of customers need to be dealt according to their nature of questions. At the end of the day, there are certain goals and objective that I have to accomplish and be accountable to my management. Hence to achieve these goals I need to constantly improvise my communication skills. At certain times, some difficulties may lead to undesirable conversations which may lead to conflicts with the customers.

**The Perfectionist :** While dealing with a perfectionist I would ensure that I give in all the details and also accomplish all my goals while dealing with customers. Since the perfectionist wants detail oriented conversation, all details would be provided

**The Helper:** While dealing with a helper, I would not discuss matters that are <https://assignbuster.com/my-communication-style/>

not liked by the customer. My conversation would revolve around only what is important and necessary to be communicated.

The Achiever: When an achiever style of communication comes forward, as I too am an achiever, the conversation would be enjoyable as well as logical. As both the customer and I would be clear and logical on whatever is being communicated.

The Romantic: While dealing with a Romantic style communication of the customer, I would make the customer talk more about their feelings and perceptions about the product or service so that they feel motivated and feel important during conversation.

The Observer: I would ask the Observer style of customer to clear their queries as such customers do not share their feelings. Being an achiever, I would ask them to share their thought process and convey my opinions accordingly.

The Questioner: I would communicate with a style that is not confusing and in which the customer does not have any doubts because such customers are very particular about security issues about events or situations while communicating.

The Adventurer: For this type of customer, I would try to keep the conversation related to the topic as the customer may shift to other topics and I may not have time to listen to other stories.

The Asserter: These customers are bold and are authoritative when communicating, I need to be bolder and impact them with my communication style so that they hear me out and accept my details about the product and service.

The Peacemaker: I possess some attributes of peacemaker, that is when  
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conversations gets heated up, I try to make peace and avoid any further arguments related to the topic. This is at times difficult but with practice this type of communication skill becomes easy and doable.

#### Bibliography

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